

## ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes

Via video-conferencing

119 Lower Beech St – Wilmington and 900 Public Safety Blvd – Dover

Wednesday, March 29, 2017

1:00 – 3:00 pm

The Elderly and Disabled Transit Advisory Committee (EDTAC) met Wednesday, March 29, 2017 at 1:00 pm via video conferencing from DART First State offices in Dover and Wilmington.

In attendance:

### **EDTAC Members**

Brian Eng  
Melissa Martin, Vice Chair  
Blake Roberts  
Bruce Fisher  
Darlene Cole, DVI  
Ken Moore, CHEER  
Kathleen McCool  
Diane Schilling, Easter Seals

### **DTC Representatives**

Belinda Strickland, ADA Compliance Specialist  
Marcella Brainard, Chief Manager Mobility  
Margaret Webb, Paratransit Manager  
Carmela Tate, Paratransit Support Services  
Steve Ottinger, Planning  
Angela Brozena, Reservationist Supervisor  
Aldrich Hines, Chief Paratransit Supervisor (SC)  
Harry Fish, Travel Trainer  
David Lewis, Eligibility Supervisor

### **Guest:**

Debbie Dunlap (advocate)  
Anne Dunlap (consumer)  
Marcia Scott U&D  
Evan Miller U&D

### **Members Absent**

Addie Pack, Chair  
Mary Greer

### **Call to Order**

### **Round Table Introductions**

Minutes from January 2017 were approved with one change member Diane Schilling was absent from January's meeting.

**Eligibility Update:** Presented by Eligibility Supervisor David Lewis

- Recertification has been going well. The following are totals for Simplified and Re-certs
  - Left over from 2016: 150
  - Simplified Re-cert 2017 Total: 3003
  - Re-cert Total: 2089
  - Simplified 2017: 89
  - New Applications 2017: 135

Question was asked by Diane Schilling how many individuals that were denied requested an appeal? David will get that number and have for the next EDTAC meeting. A question was asked regarding individuals completing Part B of the paratransit application who do not have a license number. Brian Eng suggested maybe criteria be put in place on either the application or on the DTC website what the guidelines are for a professional completing Part B if they do not have a license. Carmela Tate and I informed everyone that the application does indicate what individuals who do not have a license should do. The committee thought what was already on the application would suffice.

**Paratransit Fare Increase:** Presented by Margaret Webb, Paratransit Manager

- Paratransit fare increase will take place July 1, 2017. \$5 to \$6 for Non-ADA. Connector price will stay the same and ADA fare is still \$4.
- DTC will do the following outreach to all active customers:
  - Post Cards mailed to customers in June
  - Flyers on buses
  - Voice announcement will be placed on Reservation line
  - Emails

Question was asked regarding how many ADA and Non-ADA customers were there in each county.

- NC ADA 80/20 Non-ADA
- SC ADA 30/70 Non-ADA
- KC ADA 50/50 Non-ADA

Diane Schilling from Easter Seals indicated the fare increase would impact about 125 Easter Seals clients in Kent.

DTC already has a contract with Easter Seals in New Castle and there are plans to contract with Easter Seals in Kent and Sussex also.

### **EDTAC Membership Discussion:**

Melissa informed everyone there were two individuals who sent in a written request wanting to become EDTAC members. Melissa explained as per the bylaws the letters must be given to all the committee members to review and after that the committee can vote (must have a quorum) and ask questions before a decision is made. Due to the fact that Addie had not yet received the letters to review Melissa said they would table until the next meeting in May.

### **DTC Updates:**

Paratransit/Margaret Webb

- Acknowledged and thanked Melissa Martin from DE Autism. She came to the operator Safety meetings and gave a lot of informative information and was very well received by the operators.

Planning/Steve Ottinger

- On March 24, 2017 Sec. Cohn signed off on the May 22, 2017 service change. The following routes will have changes with on time performance.
- Route 119 which services several of KC elderly housing such as Luther Tower and Luther Village. The route also goes to Eden Hill.
- Flex Route 903 in Seaford will change the main routing and go to Nanticoke Health Pavilion
- Lewis will have all year around service starting next year.
- Lewis Park and Ride will open May 6, 2017 and will be free {must pay to ride bus} however, Rehoboth Park & Ride fare will be \$10 per vehicle and they will receive 4 all day passes
- The SC Intercounty fare will change, it currently is \$2.30 will be reduced to \$2

Reservation/Carmela Tate

- Eminent Reminder Calls is still a pilot program. Issues are still being worked out.

### **Other comments:**

- Marcia Scott from U&D Institute for Public Administration would like EDTAC to be a part of their studies regarding mobility management and specialized transportation in Delaware. Melissa asked Ms. Scott to email her a synopsis of the coordinated plan for the committee to review and maybe they can be on the May agenda to discuss further.
- Bruce Fisher discussed the partnership his company Fisher Transitional Service has with Division of Vocational Rehab and DART. For the last 3 years in New Castle his company has been doing a transportation program where students ages 14-18 are taught to use fixed route buses given 20 hours of training that is paid for by DVR. Students tour a fixed route bus and the goal is to have more individuals use fix route. The program expanded to Sussex County last month.

Melissa said that she would like include in the agenda for the next meeting, EDTAC membership and presentation from U&D Institute for Public Administration. Melissa also, asked that if there was anything they wanted to have on the May agenda please contact her or Belinda Strickland, ADA Compliance Specialist.

ADJOURN

Next Meeting:

Wednesday, May 10, 2017

1:00-3:00